

Registration Difficulties

1. How may I resolve issues with my password?

The password should be at least six characters long, but must not exceed 15 characters. The password must contain one upper case letter, one lower case letter, one number and one special character. Do not use “%”. Here is an example of an appropriate password: #Password2018. Additionally, some users have also encountered issues using “@” and “&” characters.

2. I have registered, have received confirmation that I have registered, but I am not getting an email to activate my account. How may I resolve this?

This issue will arise if there is an error in the email used to register the account. To confirm that this is the issue, contact OAH and ask staff to check the registration by searching under the phone number, if one was registered with the account. Staff may also search by the user’s name.

Try to re-register the account. On several occasions, simply re-registering the email account will fix the problem. A new activation email will be sent out and you can begin the activation process.

You have a total of 6 attempts at your password before you are locked out. You will receive an email stating that your account has been locked because of multiple failed attempts to log in. If you received an email stating that you have been locked out and must wait 2 hours before attempting to log in, please wait the 2 hours. Any further attempts to log in will only reset the 2 hour waiting period. This is a security feature of the system and can’t be bypassed.

Logging In Problems

1. Why am I unable to log into my registered account?

To access the Secure e-File system, you must have registered for an account. If you received an email notification that documents are available for download, but you have never registered an account in the Secure e-File, you won’t be able to log in. Register for an account, and then log in.

If you’ve registered for an account, confirm that you are using the correct email account and password. If that does not resolve the issue, it is possible that the registration process was not completed. Try to re-register the email. If the process was started but not completed, you will get an email stating, “The email address you entered is unavailable to use as an Office of Administrative

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

Hearings account. If you are trying to reactivate your account, click [here](#).” Follow the prompts to “reactivate” your account.

2. *I forgot my password, or suspect that the password I am using is not the same as the one I used to register?*

To reset your password follow the instructions to be found on our website to reset your password: <http://www.dgs.ca.gov/oah/Home/SecureFileTransfer.aspx>

When setting the new password select #Welcome1. When this process is completed, log in and then reset the password to a password of your choosing. This will help the system to recognize the new password. Once you have successfully logged in, go to the Change My Password tab and reset your password.

Do not use “%” as a special character in your new password. The password must be at least 6 characters long and should not exceed 15 characters. Also, do not use a previously used password.

3. *I received an error message when I tried to reset my password?*

If you receive an error message when trying to reset your password, this may be because you currently do not have an active account. During the registration process you should have received an activation email to activate your account. If you have not activated your account, you will not be able to reset your password.

Please visit the OAH Secure e-File page at <http://www.dgs.ca.gov/oah/Home/SecureFileTransfer.aspx> for instructions on registering a new Secure e-File account.

Document Upload Issues

1. What type of document should I choose?

When uploading document(s) to OAH, you will have the option to choose a document type assignment. Please select the document type that best fits the document that you are uploading. Below is a list of documents that correspond to the Document Type. The purpose of this list is for guidance and may not list all documents. If you are not sure, you may select either the Correspondence or Other options.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

For Special Education:

- “Initial Requests” Include:
 1. Request for Due Process Hearing and Mediation
 2. Request for Due Process Hearing (Only)
 3. Request for Mediation (Only)
 4. Request for Expedited Due Process Hearing
 5. Request for Expedited Due Process Hearing and Mediation
 6. Request for Dual Due Process Hearing
 7. Request for Dual Due Process Hearing and Mediation
- “Correspondence” Includes:
 1. Consent to Electronic Service Agreement (CESA)
 2. Notice of Representation
 3. Prior Written Notice
 4. Notice of Resolution Session Outcome
- “Continuance Motions” Include:
 1. Requests for continuance of Due Process Hearing, Prehearing Conference, or a combined request
 2. Request to Set Mediation if you are also requesting the hearing dates be continued
 3. Peremptory Challenge (objection to a judge)
- “Motions” Include:
 1. Request to Set Mediation Date for Due Process Hearing matters
 2. Request for Consolidation
 3. Notice of Insufficiency
 4. Motion to Amend a Complaint
 5. Motion to Add Party
 6. Motion to Dismiss Action (filed by Respondent)
 7. Motion to Dismiss Issues
 8. Motion to Dismiss a Party
 9. Motion for Clarification
 10. Motion for Reconsideration
 11. Motion for Stay Put
 12. Motion for Bifurcation
 13. Motion to Compel
 14. Motion to Expedite Hearing
 15. Motion to Reopen Matter
 16. All other motions
- “Other” will include any documents which are not listed above, such as post-hearing filings.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

For General Jurisdiction:

- “Initial Requests” Include:
 1. Request to Set (RTS)
 2. RTS & pleadings
 3. Request for Fair Hearing
 4. Request for Fair Hearing and Mediation
 5. Request for Mediation
 6. Accusations
 7. Statement of Issues
 8. Notice of Defense
 9. Request for Hearing
 10. Emergency/Non-Emergency Petition
 11. Renewal Petition
 12. Request for Appeal

- “Closure” Includes:
 1. Notification of Resolutions
 2. Withdrawals
 3. Request to cancel or vacate dates
 4. Off calendar request
 5. Notice of Settlement
 6. Stipulation and Agreements
 7. Notice of Settlement

- “Correspondence” Includes but is not limited to:
 1. Consent to Electronic Service Agreement (CESA)
 2. Notice of Representation
 3. Letter regarding available dates
 4. Closing Briefs
 5. Reply Briefs
 6. Hearing Briefs
 7. Pre-Hearing Conference Statements
 8. Settlement Conference Statements
 9. Substitution of Attorney
 10. Response to Authorized Representative letters
 11. Conservatorship documents
 12. Waiver of Time
 13. Panel Member Designations
 14. Request for Interpreters
 15. Request for Security
 16. Request for Accommodations
 17. All documents that do not fall under a specify document type.

- “Continuance Motions” Include:
 1. Motion/Request for Continuance

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

2. Motion/Request to Change/Move Dates
 3. Motion/Request for Postponement
- “Motions” Includes but is not limited to:
1. Consolidation
 2. In Limine
 3. Quash
 4. Dismiss Action (filed by Respondent)
 5. Dismiss Issues
 6. Dismiss a Party
 7. Reconsideration
 8. Bifurcation
 9. Compel
 10. Reopen Matter
 11. Peremptory Challenge of an ALJ
 12. All other motions
- “Other” Motions Include:
All documents that fall under correspondence are interchangeable with the “Other” document type.
- “Post Decision” Documents Include:
1. Request for Decision Correction,
 2. Decisions
 3. Decision and Order
 4. Remand
 5. Writs
 6. Civil Litigation Documents

***Requests for Transcripts should be sent by U.S. mail or through the Secure e-File System as “Other” for Special Education or as “Post Decision” Documents for any General Jurisdiction matters.**

****Requests for Administrative Records continue to be accepted via email at the following email address: OAHTranscripts@dgs.ca.gov**

*****Requests for Public Records Act (PRA) Requests continue to be accepted via email at the following email addresses: <mailto:OAHPRAs@dgs.ca.gov>**

2. *What if I do not know the OAH Number or the Case Name?*

If you do not know the OAH Number or the case name, just leave the fields blank. In the section “Additional Case Information” you may put the information you do know, such as the name of the student if a Special Education matter or the name of the non-governmental party involved in the action if a General Jurisdiction matter.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

3. *What if my document will not upload?*

To minimize errors, check for the following document format:

- Documents must be in PDF format. Free online PDF converters can be found at the following sites: www.freepdfconvert.com or www.pdfonline.com/convert-pdf
- The PDF is not in a protected format. For example, if you have selected a format that does not allow editing it will interfere with your ability to upload the document.
- Scanned documents must be sent in only black and white format with a DPI setting of 300.
- The size limit for a file is 10MB with a combined maximum limit per upload (when uploading more than one file) of 50MB.
- Name of Document File Matters. Avoid the special characters set forth below and keep the number of characters, including spaces and the “.pdf” extension, below 100. The use of special characters in the name of the file, or a title over 100 characters, will prevent your file from being uploaded.
- The prohibited special characters that will prevent you from uploading your document are:

Symbol	Description
'	Apostrophe
/	Back Slash
\	Forward Slash
:	Colon
?	Question Mark
<	Less Than Sign
>	Greater Than Sign
^	Upward Arrow
	Straight Vertical Line
%	Percentage Sign
#	Hashtage or Pount Disn
_	Underscore
" "	Quotation Marks
\$	Dollar Sign
-	Hyphen
=	Equals Sign
*	Asterisk
+	Plus Sign

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

4. *What if I want to upload more than one document for submission at the same time?*

You can submit up to 5 uploaded documents at one time. All documents to be submitted at the same time must be for the same program. For example, if you upload one document for Special Education, but then attempt to select another document to be uploaded for a General Jurisdiction matter, when you change your settings for the second document you will also change the settings for the prior selected document. The best practice is to select the documents you wish to upload for one program and then complete the upload, before uploading the documents for another program.

All documents to be submitted at the same time must be for the same case number for the same reason as described above in reference to the program selected.

The documents uploaded must have different file names. For example, if you select the first document with a file name, "Request for Due Process Hearing" you cannot select a second document file named, "Request for Due Process Hearing". You may, however, title the second document file, "Req. for Due Process". If you do have two documents with the exact same file name the system will say that the file is already in the system.

Issues Regarding Receipt of Documents Sent By OAH

1. *How can the same document go to multiple emails within a law firm? Can I as a client receive copies of documents sent to my attorney?*

In instances where an attorney represents only one client, such as an in-house attorney for a school district, additional email addresses may be added to that attorney's contact information, depending on the program. Additional emails may only be added if those emails are within the same law firm as the attorney. For example, an attorney may not add the client's contact information.

For Special Education email addresses for members of a law firm may be added to each attorney's contact information by placing a phone call to the case manager or by completing a Consent to Electronic Service Agreement (CESA), which may be sent by U.S. mail or by Secure e-File System. Clients of an attorney may not be added to that entity but attorneys may request the case manager to send a courtesy copy to the client when documents are sent to the attorney. Requests made by email will not be processed.

For General Jurisdiction matters a CESA form must be completed for all requests to add an email to the contact information for all persons and entities beyond the direct email of the entity or person. The CESA form must be submitted by U.S.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

mail or by the Secure e-File System. Requests submitted by email or by telephone will not be processed.

2. *How do I view my documents after they are sent to me?*

When a document is sent from OAH, you will receive an email advising you to log into the OAH Secure e-File site with a link in the email: "Office of Administrative Hearings site." Click on this link and log in to your account. Once logged in you will see a screen that has three tabs near the top of the screen (just under the blue bar). These tabs include "Upload File," "View my Files" and "Change Password." Click on "View my Files." Find the document with the most recent date in the "Created" column and double click on that document. The document will not appear on the screen. Instead, a number in a box will appear at the bottom of your screen in the downloaded documents field. Click on the box and your document will open.

3. *How do I view documents previously sent to me?*

Go to the Secure e-File site at <https://www.dgsapps.dgs.ca.gov/oah/oahsftweb> and log in using your email and password. Once logged in you will see a screen that has three tabs near the top of the screen (just under the blue bar). These tabs include "Upload File", "View my Files", and "Change Password". Click on "View my Files". Find the document you wish to view and double click on that document. The document will not appear on the screen. The document will download to your computer. On most computers, a number in a box will appear at the bottom of your screen in the downloaded documents field. Click on the box and your document will open.

Documents will only be viewable for 30 days from the date the email is sent. Parties are encouraged to save the downloaded document to their own computer system or print a hard copy.

4. *When I try to open a document I cannot view it and the file extension shows ".txt". How may I open this in a PDF format so I may view it?*

This situation usually only occurs when using a Mac/Apple or iOS based operating system.

First, confirm that the browser you are using is the most recent version of either Google Chrome or Firefox. If using Internet Explorer you will need Version 11 or newer.

If that does not resolve the issue, be sure that Adobe Acrobat has been installed on your system. Save the document to your desktop as *FileName.pdf.txt*. Next, rename the file as *FileName.pdf*. This will remove the "txt" suffix. After removing the "txt" from the file extension, the document will open as a regular PDF.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

5. *I received notification that a document has been sent to me, but when I log on, there is nothing in my "View My Files"?*

The email address to which the document has been sent must match exactly the email address used to register the account. However, the email address for notification purposes is less restrictive, sometimes resulting in the situation where the notification is successfully delivered but the documents are not delivered.

If the document is not yet in your View My Files section and you have received notification that a document has been sent to you, contact your local OAH office to confirm your email address on file.

Other:

1. *Can I still file documents with OAH by fax?*

No. OAH is no longer accepting documents for filing by fax or from any non-secure email. If a party is not able to either mail or send a document through the Secure e-File System then he or she should contact OAH. If the document you wish to submit is for an existing case, contact the case manager to discuss other available options. If the document is not for an existing case, either call OAH (General Jurisdiction: 916-263-0550; Special Education: 916-263-0880) or email using the Contact Us Quick Link on the OAH Home page of the website. When emailing to request assistance, do not reference any specific party other than yourself.

2. *Can I mail or physically drop off documents to OAH?*

Yes. Please go to OAH's website to identify the appropriate mailing address for the program in which you are filing a document. These are also the locations at which you may physically drop off documents.

3. *When do I need to submit a Consent to Electronic Service Agreement (CESA)?*

For Special Education, a CESA may be filed at any time, and provides clarity and certainty as to who is entitled to receive documents for purposes of service of process. Local Education Agencies, such as school districts, must submit a CESA. For all other parties, however, a CESA is not required for Special Education parties or their attorneys.

For General Jurisdiction a CESA form must be completed for all requests to add or update an email to the contact information for all persons and entities beyond the direct email of the entity or person.

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

4. *How do I view documents that I sent to OAH?*

Documents filed by a party through the Secure e-File System are not viewable through this system. The Secure e-File System is intended solely for the secure transmittal of documents.

5. *Can I serve other parties using the Secure File System?*

No. The Secure e-File system is for parties to securely file documents with OAH and for OAH to securely transmit documents to parties. The system does not have the capability for service of documents between parties. If a party files with OAH via the Secure e-File, they must also serve that document to all parties using their general business practice of service (i.e. fax, email, mail, etc.). You must contact the other parties for information on how to serve them.

6. *How come I cannot see the documents the other parties filed?*

Documents filed with OAH are not viewable by the parties.

7. *What does the “Export to PDF” and “Export to Excel” buttons do?*

The “Export to PDF” and “Export to Excel” buttons are document management tools available in the system. The buttons start an export of the document listing. To view a document, follow the instructions in number two of the “Issues Regarding Receipt of Documents Sent By OAH” section above.

8. *What happens when I respond to the Secure e-File email?*
(OAHSecureFileTransfer@dgs.ca.gov)

All email communications to the OAHSecureFileTransfer@dgs.ca.gov email address are not accepted for any topics other than difficulties with the Secure e-File System itself. This email address is for trouble shooting the Secure e-File System only.

To upload your document you must use the Secure e-File System at <https://www.applications.dgsapps.dgs.ca.gov/oah/oahsftweb> to file your request the correct way. Users can go to the OAH website section entitled Secure e-File System for more information or the OAH Secure e-File website and create their user accounts. You may also contact your local OAH office for any other questions or comments.

9. *I am getting “File upload error! Only PDF files are allowed”, but my file is a PDF?*

There is a difference in files with the extension “.PDF” (letters capitalized) and the extension “.pdf” (lower case letters). The Secure e-File System, currently,

Office of Administrative Hearings
Secure e-File System Frequently Asked Questions and Answers

does not recognize files with capitalized PDF. The quick fix to this is to rename your pdf files with lower case letters, pdf.

- Here is an example of a file that will not work: FileName123.**PDF**
- Here is an example of the same file, that will work: FileName123.**pdf**